

GPO regrets the inconvenience caused by recent distribution problems with depository library shipments. After a thorough review of depository shipment operations, GPO has identified several actions for immediate implementation and additional steps we will be taking in the future to improve shipments of depository materials to our library partners. Read more for a list of immediate, near-term, and future actions to improve our services.

Immediate Actions

- Fill staff vacancies in Depository Distribution. Two new supervisors and five employees were recently selected to fill open positions, leaving two positions yet to fill. These 9 vacancies represent 1/3 of the work force necessary for the effective functioning of the unit.
- Review procedures and processes associated with customer inquiries and contacts with all staff. This includes askGPO queries and telephone and email messages to depository staff.
- Review all processes associated with quality control in the different shipping zones. This includes daily checking of the lighted bin functions and mailing shipments to each library on at least a weekly basis, even when the shipping box is not full.
- Review the data flow used by distribution systems.
- Implement random quality control checks for shipment boxes, including shipping addresses, placement of material in the shipment boxes, and selection of material according to the library's established item selection profile.
- Establish a meeting schedule with the shipment delivery contractor to review compliance issues associated with the delivery system database, delivery timelines for library shipments, and condition of shipment boxes upon delivery at the libraries.
- Provide additional staff to catch up with depository claims; review processes to ensure claimed materials are sent to the correct libraries.
- Review workflow for shipment production as associated with other units in Library Services and Content Management, including creation of the shipping list and assignment of shipping list dates.

Near Future Actions

- Develop a Depository Distribution Web page to assist in keeping the community informed of distribution issues. This Web page will be updated weekly to reflect the box numbers and shipping lists distributed to depository libraries at the end of each week. Information about how Depository Distribution operates, timelines to expect for shipment delivery and response to

claims, and contact information will also be available on this Web page.

- Revise the current delivery contract to allow for easier-to-read labels and data displays for library address information.
- Develop an overall quality control process to increase monitoring before shipment boxes are sent to libraries.
- Increase training for depository staff on current and new business processes.
- Complete a plan to upgrade and modernize equipment and processes for Depository Distribution, with an incremental approach to phase in pieces as funding allows.

Long Term Actions

- Upgrade and modernize Depository Distribution equipment in phases, in accordance with funding levels.
- Work with delivery contractor to allow tracking for specific shipments.

Please contact GPO with any shipment associated problems your library may be experiencing. You may use [askGPO](#) for electronic inquiries. Telephone inquiries may be made to 202-512-1014. You may also contact Robin Haun-Mohamed at 202-512-0052 or rhaun-mohamed@gpo.gov by email. We sincerely apologize for the inconvenience.